



QUALITY AND ENVIRONMENT POLICY

Hartmann Fleet Professionals, an organization dedicated to providing comprehensive logistics and vehicle transportation solutions, has decided to implement a Management System based on the following standards:

- UNE-EN-ISO 9001:2015 with the main aim of improving the service it provides to its customers.
- UNE-EN-ISO 14001:2015 in order to improve performance and efficiency with the environment.

First, the **Management** of **Hartmann Fleet Professionals** approaches the **Quality System** as a way to organize the functioning of the organization, starting from basic pillars such as the Quality of its products, customer satisfaction and continuous improvement of the efficiency of the System. To this end, its Quality Management System is based on:

- Quality and its improvement are the responsibility of all members of the organization, starting with senior management.
- Quality is achieved by planning, implementing, reviewing and improving the Management System, taking into account at all times the context of the organization, both internal and external.
- Quality is oriented towards the satisfaction of all our customers (and all parties concerned), through the commitment of the whole organization to meet their needs and requirements, as well as the legal and regulatory requirements and the own products.
- Quality is based on the continuous improvement of both the service delivery processes and the effectiveness of the Quality Management System in which preventing errors is a fundamental aspect.
- Quality directs us to pay the utmost attention to technological developments and possible improvements made available to us by new technologies.
- Quality requires the participation and collaboration of all, so this Policy is disseminated to all the staff of the organization for their knowledge and understanding.

The **Management** also approaches the **Environmental System** as a way to manage environmental aspects, emergencies, risks, legal requirements and the continuous improvement of the effectiveness of the System. To this end, its Environmental Management System is based on:

- Comply with applicable environmental legislation and regulations, as well as other requirements that our company subscribes related to its environmental aspects.
- Promote the efficient use of available natural resources.
- Continuously intensify our environmental management to obtain improvements in the overall performance of the company, with a life cycle analysis approach.
- Establish and regularly review environmental goals and targets in line with the commitments made in this declaration.



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- Identify and control the environmental aspects of the organization and the risks, so that we establish a preventive approach.
- The organization is committed to the protection of the environment, including the prevention of pollution, as well as to the fulfilment of other specific commitments relevant to its context.
- To train and sensitize the personnel of the organization, regarding the environmental performance, as well as to provide the necessary resources for the proper functioning of the environmental system.

For the effective implementation of these principles, the support of both the management team and staff is absolutely necessary.

Managing Director

San Fernando de Henares, 20th January 2022

